



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

Anne Murphy, Secretary

**FREQUENTLY ASKED QUESTIONS
ABOUT THE CRO TRANSITION FOR FIRST STEPS**
February 2009

Q: *Will there be a helpdesk open during the transition period?*

A: For Claims Support: The EDS claims support helpdesk will remain operational until the end of business on February 13, 2009. The CSC Covansys helpdesk will be able to assist with claims questions effective February 16, 2009.

For Provider Enrollment: The CSC Covansys provider enrollment support team will be available to address general inquiries regarding enrollment with CSC Covansys effective February 2, 2009. The CSC Covansys provider enrollment team will begin processing enrollments and be able to assist providers with specific provider/payee needs effective February 16, 2009.

For First Steps SPOE's: The CSC Covansys SPOE helpdesk will be available, effective February 2, 2009, to address general inquiries. Specific questions and assistance with the SPOE application will be available effective February 16, 2009.

Q: *If there is a change in the child's plan during the system shutdown, how will the authorizations and information be entered?*

A: The SPOE's will continue to enter authorizations and data entry changes during the shutdown period. These authorizations, however, will not be available to the provider until February 16, 2009, when the SPOE communicates to CSC for the first time. If after February 17, you cannot view your authorization(s), please utilize your local SPOE policies to notify the SPOE of the missing authorization(s).

Q: *If providers begin serving families during the transition period, how will they access prior authorization information for these new families?*

A: Authorizations will be accessible February 16, 2009, after the SPOE communicates with CSC. As usual, it is important for you to have a paper copy of the authorization request or IFSP documenting your service. If after February 17 you cannot view your authorization(s), please utilize your local SPOE policies to notify the SPOE of the missing authorization.



Q: *What will be the new timeline for submission of claims to the CRO for reimbursement?*

A: First Steps and CSC Covansys have developed a weekly reimbursements schedule. The schedule is posted on the CRO Update 1/23/09. In short, claims entered by 5:00 p.m. Eastern time on Tuesdays will be included in the Thursday payments.

Q: *When will provider training on the new system occur?*

A: The Provider Account Management (PAM) system is a web-based, claiming system. The system is designed specifically for claiming early intervention services. Self-guided orientation materials will be provided the week of February 2, 2009.

Q: *Why the long shutdown period?*

A: Due to the vast amount of information that will need to be transferred from EDS to CSC Covansys, a system shutdown from January 30, 2009 to February 16, 2009 is crucial. While providers won't be able to submit billing during this period, services should be delivered as they are written into the IFSP. Billing for these services may be submitted after February 16 through the PAM system. First Steps is hopeful that through frequent contact regarding the transition, providers will be able to plan ahead for necessary shut downs and changes. Keep in mind that in many instances, changes of this magnitude in a system such as the Central Reimbursement Office encompasses millions of pieces of information that requires one system to fully shut down before another can begin running. This period allows both EDS and CSC Covansys to ensure that information has been fully transmitted and that errors and mistakes are being kept at a minimum.

**** Please note that additional questions may be added at a later date.**